

JOB ANNOUNCEMENT

IOSHA Intake Duty Officer

AGENCY: Indiana Department of Labor

JOB POSTING ID: 609196

APPLY BEFORE: June 22, 2017

LOCATION: Indianapolis

HIRE SALARY: \$ 24,128

TO APPLY: [Link to Job Posting](#)

JOB DESCRIPTION

Incumbent works as a Intake Duty Officer within the Indiana Department of Labor's IOSHA Division. This position is an essential component of the agency as IOSHA is responsible for the enforcement of safety and health regulations. The incumbent receives complaints, referrals, and fatality reports from the public and private sector. The incumbent follows established policies and procedures to document and report violations of safety and health regulations to supervisors for assignment to compliance officers for investigation or inspection.

RESPONSIBILITIES

- Take all information from callers, emails, and faxes regarding formal and non-formal complaints, referrals, emphasis-related contact, threats of imminent danger, and fatalities and catastrophes.
- Research information on media referrals when information is not adequate to complete processing.
- Contact coroners' offices in order to request death inquest in regards to unassigned (natural causes) fatalities.
- Send out complaint forms to complainants for signatures as well as written information about hazards and their locations, as well as company information
- Correct addresses for CSHO's in OSHA Express when job site information or company information is not correctly relayed or written by complainants.
- Contact employers in regards to non-formal complaints as well sending out documentation to employers to receive their responses to allege hazards brought against their company.
- Enter data into the OSHA Express system accurately and timely.
- Refer non-IOSHA related hazards or issues to other IDOL divisions as appropriate.
- Make labels for case files for CSHO's.
- Train back-up duty officers for the complaint desk on all processing procedures.
- Complete accurate and timely records and reports related to travel, work schedule and work activities.
- Attend staff meetings and present as requested.
- Complete other duties, special projects and training as assigned.

PREFERRED EXPERIENCE

- Knowledge, skills and abilities typically acquired through education beyond high school plus work experience with an emphasis in customer service, call center operations, data management, safety/health, or related areas;
- College degree preferred, but not required;
- Ability to interpret and apply IOSHA regulations, consensus standards, and various practices falling within the jurisdiction of IOSHA;
- Excellent verbal communication skills and ability to speak in a professional and concise manner;
- Significant experience and skills in the use of computers – especially working with databases and Microsoft Office Suite;
- Ability to manage multiple reports and/or complaints while meeting deadlines;
- Ability to maintain working cooperative relationships and ability to manage difficult situations with utmost professionalism;
- Ability to maintain confidentiality;
- Understanding of state government and legislative issues impacting the Indiana Department of Labor functions.